



LexisNexis Payment Solutions

LexisNexis® Payment Solutions

Payment Processor For Government Agencies

- Document Processing Services
- Customizable Software Solutions & Interfaces
- Managed by LexisNexis VitalChek Network Inc., founded in 1987

A LexisNexis business unit of Reed Elsevier

- (NYSE: RUK)
- Leading Global Provider of Business Information Solutions to Professionals in Legal, Corporate, Government, Law Enforcement, Tax, Accounting, Academic, and Risk and Compliance Assessment

LexisNexis Payment Solutions - Customers

State and Local Government Agencies

State and Local Health Departments

State and Local Courts

Public Utilities

Tax Offices

License Offices

State Trucking Permit Offices

State Ports of Entry

Payment Solutions – Design

- One system handles all payment channels
- All payments occur real time
- Agency controls system access and roles
- 12 months of historical data



LexisNexis Payment Solutions. Proprietary and Confidential Information © 2012 - All rights reserved. No duplication or external distribution without the express written permission of LexisNexis VitalChek Network Inc.

Payment Solutions – Benefits

- No cost to the Agency for technology or processing credit cards
- All equipment is owned and serviced by LexisNexis
- Same day agency payment for transactions
- Disputed payments are handled by LexisNexis
- Automatic Authorizations occur if the payment processor is down
- The office system (VitalChek Product Suite (VPS)) is web based and only requires internet connectivity and basic PC standards

Point-Of-Sale Payments

- Convenient payment option for in-person payments
- Reduces the need to handle cash
- Reduces bad checks
- Immediate authorization
- Payment information is immediately available in VPS (VitalChek Product Suite)



Online Payments

- A Payment Solutions website can be designed for your Agency
- Add a “Pay Now” Link on Agency website
- Authorize an amount online or allow the Agency to determine the amount and authorize
- Credit cards, debit cards and electronic checks are accepted
- Duplicate payment warning and immediate notification of issues with billing information, allowing the consumer to enter different payment information
- Receipt displayed and e-mailed to customer when payment is authorized
- Agency can be sent an e-mail or payment notification when a payment occurs



Phone Payments

Agency Accepted Telephone Payments:

- System captures the clerk information that entered the payment, and all sensitive data is masked
- Authorization is done online and customer is instantly emailed a receipt

Interactive Voice Response (IVR) Payments:

- Unique toll-free number provided, with agency-tailored script
- English and Spanish options with voice recognition and/or keypad input utilized

Call Center Telephone Payments:

- Professional and courteous bi-lingual (English and Spanish) call center staff available 24/7



Kiosk Payments

- Handles both payment processing and/or document ordering functionality
- Acceptance of credit cards, debit cards and electronic checks
- Optimized for touch-screen with English or Spanish option for customers
- Receipts printed per transaction for the customer
- Customized to integrate with back-office workflow
- Professional installation and maintenance of all hardware and software
- Ability to access additional LexisNexis products such as identity verification and authentication



LexisNexis Payment Solutions. Proprietary and Confidential Information © 2012 - All rights reserved. No duplication or external distribution without the express written permission of LexisNexis VitalChek Network Inc.

Mail Payments

- Ability to securely handle mailed-in payments with automated processes
- Applications scanned and automatically entered into workflow system
- Allows for electronic payment methods including credit cards, debit cards, and business or personal checks
- Same-day settlement for all funds received
- Can incorporate additional LexisNexis products such as identity validation
- Seamless integration into workflow system for streamlined payments



Mobile Payments

Coming in early 2013:

- Accept electronic payments via consumers' mobile devices
- Authorization of the charge to the consumer's card or e-wallet
- Integrated into back-office workflow system
- Same-day settlement processing



LexisNexis Payment Solutions. Proprietary and Confidential Information © 2012 - All rights reserved. No duplication or external distribution without the express written permission of LexisNexis VitalChek Network Inc.

System Security

- PCI Level 1 compliant
- Tier 4 data center
- Dedicated 24x7x365 command center monitoring
- Off site disaster recovery
- Third party intrusion detection systems
- Websites are periodically scanned for vulnerabilities by the following third-parties: Ambiron, Qualys, and BT Counterpane
- Network monitors, host monitors, and security event log monitors alert our systems staff of suspicious events



Agency Support – Training

- A training specialist will be assigned to the Agency to:
 - ✓ Help the agency prepare for installation and training
 - ✓ Host a live web ex training session for the office
 - ✓ Support questions from the agency
- A support check in call will occur 30-60 days after “go live” date
- On-going web based training for new hires
- On line user guide
- Printed quick reference guides

Agency Support – Customer Service

We built our business on great customer service!

- Each Agency will have an assigned Relationship Manager
- 24/7/365 Operational Support:
 - Handles refunds/credits
 - Orders supplies
 - Triage technical issues
- 24/7/365 Technical Support:
 - Handles all escalated technical issues
 - Performs remote training
 - Equipment installations



LexisNexis®

Payment Solutions

For more information, contact us today at 866.559.3279

LexisNexis Payment Solutions. Proprietary and Confidential Information © 2012 - All rights reserved. No duplication or external distribution without the express written permission of LexisNexis VitalChek Network Inc.